REFER

Know the campus and community resources to support students in reducing distress, building skills, and making plans for safety and connection.

ACADEMIC SUPPORTS

Center for Teaching, Learning, and Research (go/CTLR)
Professional and peer tutoring, support for undergraduate research, executive functioning skills, writing workshops available to all students across all disciplines. 802-443-3131
ctlr@middlebury.edu

Class Deans (go/deans)
Academic counseling for students including communicating with professors, navigating academic college policies, and academic planning. 802-443-3350
classdeans@middlebury.edu

NAVIGATING AND ACCESSING CAMPUS

Disability Resource Center (go/ada)
Confidential consultations accommodations for students who have disabilities affecting learning, vision, hearing, speech, mobility, physical health, mental health.
ada@middlebury.edu

Care Management (go/middcares)
Nonclinical case management support to students on campus, during breaks and while they are on leave when students are facing challenges beyond the classroom. Make a care report at go/care.
802-443-3340
middcares@middlebury.edu

HEALTH AND WELLNESS

Counseling (go/counseling)
Free, confidential short-term individual counseling, groups, and workshop series for students. 802-443-5141
counseling@middlebury.edu

Health and Wellness Education (go/hwe)
Free, confidential individual, group, and community programming and services to build skills to enhance health and recognize warning signs that indicate help is needed. 802-443-2376
healthandwellnessed@middlebury.edu

Health Services (go/healthservices)
Free, confidential acute and routine healthcare services for students including referrals to specialists and supports in the community. 802-443-3290
healthservices@middlebury.edu

Sports Medicine (go/sportsmedicine)
Free, confidential injury prevention and rehabilitation services for varsity athletes and the crew and rugby teams. 802-443-3636. Student-athletes can contact their trainers directly.

TimelyCare (go/timelycare)
Free, confidential telehealth resources 24/7/365, including on-demand and scheduled medical and mental health services, peer community, and self-paced wellness content.

833-484-6359 (customer service line)
Students can log in through the app or browser (go/timelycare) through single sign-on.

SPIRITUAL SUPPORT

Scott Center for Spiritual and Religious Life (go/scottcenter)
Confidential chaplaincy care for students from all walks of life, including those who do not identify religiously. This includes those who are in crisis, ill, or those hoping to delve deeply into one or more spiritual traditions while at college. 802-443-5626
emckay@middlebury.edu

CIVIL RIGHTS, BIAS, AND DISCRIMINATION

Civil Rights & Title IX (go/crtix)
Professionals who receive, investigate, and adjudicate reports, provide supportive measures, and assist those who have experienced sexual assault, dating/domestic violence, stalking, harassment, and/or discrimination.
knowyourrights@middlebury.edu

Community Bias Response Team (go/cbrt)
Team of staff, faculty, and students who receive reports of bias and use education and restorative practices to address everyday harms on campus.
go/bias to report incidents
cbrt@middlebury.edu

EMPLOYEE SUPPORT

Human Resources (go/hr)
Staff who support employees' access to benefits, training and educational assistance, quality-of-life enhancements, and assistance with navigating life events necessitating leaves. 802-443-5465
hr@middlebury.edu

Employee Assistance Program (go/eap)
Free, confidential access to supports for employees and those in their households including counseling, financial and legal advice, behavioral health support, and life resources. 866-660-9533 (24/7/365)
www.investeap.com password: midd

TimelyCare (go/timelycare)
Access to consultation 24/7 for employees who are worried about a student. 833-484-6359

CAMPUS SAFETY AND THREAT ASSESSMENT

Middlebury Police Department
Full-service law enforcement agency responsible for providing police services to the town of Middlebury and village of East Middlebury 24/7. Emergency: 911
Office line: 802-388-3191

Department of Public Safety (go/dps)
Available 24/7/365, Public Safety provides safety services including transportation to healthcare services on campus or the local hospital, wellness checks, and safety escorts. Public Safety is unsworn and unarmed but works closely with Middlebury Police Department as needed.
Business Line: 802-443-5133
Emergency Line: 802-443-5911
publicsafety@middlebury.edu

Threat Assessment and Management Team (go/threatassessment)
Interdisciplinary campus professionals who receive, analyze, and respond sensitively to reports of potential violence and community threats.
Make a report online at go/tam
Threat Assessment Management Team Chair: 802-443-5201

Say something now if a student makes you feel alarmed or threatened. Call the Department of Public Safety at 802-443-5911.

Call 911 if you believe a student is at imminent risk of harming themselves, others, or property.

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Middlebury employees are in a unique position to demonstrate compassion for students in distress and connect them to appropriate institutional and community resources that can help. Students exhibiting troubling behaviors in your presence are likely having difficulties in other areas of their lives, including in the classroom, with roommates, with family, and even in social settings. Your expression of concern may be a critical factor in saving a student's academic career or even their life. This folder can help you recognize symptoms of student distress and identify appropriate referrals to resources. Contact your supervisor to review your reporting obligations based on your role(s).

TIPS

Preparing to reach out to a student or submit a report
Make notes about the concerns you are having so that you can be specific when you share them. Know the available campus resources and the referral processes. If safe, meet privately and always allow sufficient time to meet. If you decide not to have direct contact with the student, make a timely report so that someone else can follow up with the student. Ensure that you are making reports that align with your role and its responsibilities.

Connecting with the student
Clearly express your concerns by focusing on the behavior(s) you've observed in nonjudgmental terms. State the exact things you notice (missing class, late for work shifts, change in participation, concerns from others) and avoid diagnostic language (you seem depressed). Allow the student to talk as you engage in active listening. Respect the student's privacy without making false promises of confidentiality. If relevant, ask directly if the student wants to hurt themselves or others. If they answer yes, call Public Safety immediately to request a wellness check. They will come to you on campus or help locate the student and stay with the student until a plan for their safety is determined.

Making an effective referral
Recommend services and provide direct referrals; assist the student in contacting those resources. Frame any decision to seek and accept help as a wise choice. Be frank with the student about your limits (time, expertise). Encourage and assist the student to make and keep any follow-up appointments, including a follow-up appointment with you. Some resources may be limited in what details of their work with the student they can share with you. However, they can still accept additional information from you at any time.

RECOGNIZE

Know the common indicators of students in distress and how to assess severity. Look for and note patterns, frequency, duration, and severity. Share what you have observed with the student and/or the resource to which you are reporting or referring.

MILD

- Self-disclosure of personal distress (e.g., family stress, financial problems, grief, interpersonal challenges, etc.)
- Irritability or apathy
- Change in academic work quality, quantity, or attendance
- Repeated requests for extensions
- Needing more personal support from you than academic, athletic, or supervisory support
- Disorganization in work, attendance, performance

MODERATE

- Unusual or disproportionate emotional response to events
- Excessive tearfulness or panic reactions
- Verbal abuse (e.g., taunting, badgering, intimidation, etc.)
- Evokes concerns from peers about behaviors and/or impacts on others
- Sudden and sustained decline in academic work quality, quantity, or attendance
- Inappropriately demanding of faculty, staff, coaches, etc.
- Bizarre or unrelated content in writings or presentations
- Reports of excessive fatigue or sleep disturbances
- Instances of being under the influence of substances

ELEVATED

- Implying or making a direct threat to harm self or others including death
- Delusions or paranoia
- Disoriented, "out of it," inability to place self in current time, location, and space
- Garbled, tangential, disconnected, or slurred speech
- Behavior is out of context, disruptive, or bizarre
- Unprovoked anger or hostility
- Physical violence (e.g., shoving, grabbing, assaulting, etc.)
- Display of or threatening to access weapons
- Academic assignments dominated by themes of hopelessness, rage, worthlessness, isolation, despair, action out, suicidal ideations, homicidal ideations, seeking revenge against a person or institution
- Stalking or harassing behavior

Say something now if a student makes you feel alarmed or threatened. Call the Department of Public Safety at 802-443-5911.

Call 911 if you believe a student is at imminent risk of harming themselves, others, or property.

RESPOND

Connect with students based on your relationship, role, and expertise. When the situation falls outside of these or your role has reporting obligations, make a report.

Response protocol chart **In the event of a life-threatening emergency, call 911.**

IS THE STUDENT A DANGER TO THEMSELVES OR OTHERS, OR IN NEED OF IMMEDIATE INTERVENTION?

YES

If the student is a danger to themselves or others, or is in need of immediate intervention, call Public Safety at 802-443-5911. Sharing the details of the situation will help them determine what other resources to activate to assist.

Say something now if a student makes you feel alarmed or threatened. Call the Department of Public Safety at 802-443-5911.

Call 911 if you believe a student is at imminent risk of harming themselves, others, or property.

I'M NOT SURE

If you are unsure about how serious the situation is, the level of the student's need, or the appropriate time frame for follow-up or assistance:

Call Public Safety (24/7) at 802-443-5911 to request a wellness check.

Call TimelyCare (24/7) at 833-484-6359 to consult with a mental health clinician who can access Middlebury's after-hours resources and protocols.

Call a colleague or supervisor to discuss the situation together, and then make a call to a resource above.

Call a campus office that works with students facing challenges and request a consultation call-back: Care Management 802-443-3340 or Counseling 802-443-5141.

NO

Please see the list of resources on the back of this folder to determine the appropriate resource for referral and make a report so that information about the situation and your referral are documented and shared with others.

24/7 Emergency Services and Consultation
In the event of a life-threatening emergency, call 911.
Middlebury Police Department: 802-388-3191
Department of Public Safety: 802-443-5911
UVMHN Porter Emergency Department: 802-388-4701
TimelyCare Employee Consultation: 833-464-6359

24/7 Hotlines and Textlines
National Life Line: Dial 988
Crisis Text Line: text HOME to 741741
Steve Fund (BIPOC students): text STEVE to 741741
Trevor Project (LGBTQ+ students): text START to 678678 or call 866-488-7386
National Sexual Assault Hotline: 800-656-4673
National Domestic Violence Hotline: 800-799-7233

Consultation Resources (during campus office hours)
Care Management: 802-443-3340
Class Deans: 802-443-3350
Health Services: 802-443-3290
Counseling: 802-443-5141
Scott Center: 802-443-5262
Civil Rights and Title IX: go/crtix

Make a Report
Middlebury Police Department: 802-388-3191
Department of Public Safety: 802-443-5911
Care Management: 802-443-3340
Civil Rights and Title IX: go/crtix
Community Bias Response Team: go/cbrt